

**MISO IT Survey Summary - Staff**

Scale of 1 to 4 (4 is strongest)

**2016 Score    2014 Score****Staff - Most Important**

E-mail services	3.93	3.83
Wireless Network Performance	3.77	3.61
Wireless Network Availability	3.76	3.60
Support for desktop/laptop computing problems	3.75	3.74
E-mail SPAM filtering	3.70	
BannerWeb	3.69	3.66
Time to resolve desktop/laptop computing problems	3.68	3.72
Overall computing service	3.68	3.59
Departmental printers	3.63	3.50
The wired network	3.62	3.56

**Staff - Most Satisfied**

Campus telephone support	3.91	3.87
MiddFiles	3.87	
Borrowing technology equipment	3.86	
E-mail services	3.86	3.88
Campus telephone services	3.86	3.82
Borrowing laptops	3.83	
The wired network	3.83	3.84
Departmental printers	3.81	3.64
Support for BannerWeb problems	3.81	3.78
Wireless Network Availability	3.80	3.81

**Staff - Least Satisfied**

Input into computing decisions that affect you	3.41	3.32
Support for your innovative ideas	3.53	3.41
Computing support liaison	3.58	
Banner INB	3.59	
Time to resolve your desktop/laptop computing problems	3.59	3.47
Desktop/laptop computer replacement	3.60	3.51
Support for specialized computing needs	3.60	3.50
Online collaborative software (e.g. Google Apps)	3.62	
Technology helpdesk	3.64	3.50
Wireless Network Performance	3.65	3.67